

Safety Attribute Inspection (SAI) Data Collection Tool

3.1.6 Exit Seating Program (OP)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure exit seats are occupied only by passengers who are qualified, able, and willing to assist during emergency evacuations.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder's Exit Seating Program meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Exit Seating Program incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Exit Seating Program.

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(24)
 - 121.135(b)(3)
 - 121.585(a)(1)
 - 121.585(a)(1)(i)(A)
 - 121.585(a)(1)(i)(B)
 - 121.585(a)(1)(ii)
 - 121.585(a)(2)
 - 121.585(a)(3)
 - 121.585(b)(1)(i)
 - 121.585(b)(1)(ii)
 - 121.585(b)(1)(iii)
 - 121.585(b)(1)(iv)
 - 121.585(b)(1)(ix)

121.585(b)(1)(v)
121.585(b)(1)(vi)
121.585(b)(1)(vii)
121.585(b)(1)(viii)
121.585(b)(1)(x)
121.585(b)(2)
121.585(b)(3)
121.585(b)(4)
121.585(b)(5)
121.585(b)(6)
121.585(b)(7)(i)
121.585(b)(7)(ii)
121.585(d)
121.585(d)(1)
121.585(d)(10)
121.585(d)(2)
121.585(d)(3)
121.585(d)(4)
121.585(d)(5)
121.585(d)(6)
121.585(d)(7)
121.585(d)(8)
121.585(d)(9)
121.585(e)(1)
121.585(e)(1)(i)
121.585(e)(1)(ii)
121.585(e)(1)(iii)
121.585(e)(1)(iv)
121.585(e)(2)
121.585(e)(3)
121.585(e)(4)
121.585(f)
121.585(g)
121.585(h)
121.585(i)(1)
121.585(i)(2)
121.585(i)(3)
121.585(i)(4)
121.585(k)
121.585(l)
121.585(m)(1)
121.585(m)(2)
121.585(n)(1)(i)
121.585(n)(1)(ii)
121.585(n)(1)(iii)
121.585(n)(1)(iv)
121.585(n)(2)
121.585(o)
A022 Approved Exit Seat Program

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
- FAA Policy/Guidance:
FAA Order 8400.10, Vol.3, Chapter 15

SAI SECTION 1 – PROCEDURES ATTRIBUTE

Objective: Procedures, instructions and information contained in Certificate Holder's manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder's manual should establish the Certificate Holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Exit Seating Program.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Exit Seating Program.

Questions

To meet this objective, the inspector must answer the following questions:

1. Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for an Exit Seating Program:

- 1.1 Does the Certificate Holder's manual contain general policies for the Exit Seating Program that comply with the specific regulatory requirements?
SRRs: 121.135(b)(1); 121.585(a)(2); 121.585(n)(2); 121.585(e)(4)

Related Design JTIs:

- Check that the certificate holder's manual contains a policy to make passenger exit seating determinations in a nondiscriminatory manner by persons designated in the certificate holder's required operations manual.

Sources: 121.585(a)(2); 121.135(b)(1)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual contains a policy to submit the certificate holder's exit seating procedures for preliminary review and approval to the principal operations inspectors assigned to them at the certificate holding district office.

Sources: 121.585(n)(2)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the Certificate Holder's manual contains a policy that it shall not require a passenger requesting reseating from an exit seat to disclose his or her reason for needing reseating.

Sources: 121.135(b)(1); 121.585(e)(4)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

☐ Yes

☐ No, Explain

1.2 Does the Certificate Holder's manual refer to the regulatory requirements listed in the Supplemental Information section of this SAI? SRRs: 121.135(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish this element? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of this element? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5 Does the Certificate Holder's manual contain a procedure to determine the suitability of each person it permits to occupy an exit seat? SRRs: 121.585(a)(1); 121.585(n)(1)(ii) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual has procedures to determine the suitability of each person it permits to occupy an exit seat. Sources: 121.585(a)(1); 121.585(n)(1)(ii) Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6 Does the Certificate Holder's manual state what an exit seat means? SRRs: 121.135(b)(24); 121.585(a)(1)(i)(A); 121.585(a)(1)(i)(B); 121.585(a)(1)(ii) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the certificate holder's manual has information that an exit seat means each seat having direct access to an exit. Sources: 121.585(a)(1)(i)(A); 121.135(b)(24) Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder's manual has information that an exit seat means each seat in a row of seats through which passengers would have to pass to gain access to an exit, from the first seat inboard of the exit to the first aisle inboard of the exit. Sources: 121.585(a)(1)(i)(B); 121.135(b)(24) Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the Certificate Holder's manual has information that a passenger seat having "direct access" means a seat from which the passenger can proceed directly to the exit without entering an aisle or passing around an obstruction. Sources: 121.135(b)(24); 121.585(a)(1)(ii) Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7 Does the Certificate Holder's manual contain information to allow persons designated in its required operations manual to make passenger exit seating determinations in a non-discriminatory manner? SRRs: 121.135(a)(1); 121.585(a)(2) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains instructions and information to allow persons designated in the Certificate Holder's required operations manual to make required passenger exit seating 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>determinations in a non-discriminatory manner. <i>Sources:</i> 121.135(a)(1); 121.585(a)(2) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	
<p>1.8 Does the Certificate Holder's manual contain a procedure to designate and submit for approval the exit seats in its fleet? SRRs: 121.585(a)(3)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual designates the exit seats for each passenger seating configuration in its fleet and has submitted those designations for approval. <i>Sources:</i> 121.585(a)(3) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.9 Does the Certificate Holder's manual contain procedures to ensure no person is seated in an exit seat if the Certificate Holder determines it is likely that the person: SRRs: 121.585(n)(1)(i)</p>	
<p>1.9.1 would be unable to perform the applicable functions due to reasons identified in 121.585(b)(1)(i-x)? SRRs: 121.585(b)(1)(i); 121.585(b)(1)(ii); 121.585(b)(1)(iii); 121.585(b)(1)(iv); 121.585(b)(1)(v); 121.585(b)(1)(vi); 121.585(b)(1)(vii); 121.585(b)(1)(viii); 121.585(b)(1)(ix); 121.585(b)(1)(x)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to reach upward, sideways, and downward to the location of emergency exit and exit-slide operating mechanism. <i>Sources:</i> 121.585(b)(1)(i); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to grasp and push, pull, turn, or otherwise manipulate those mechanisms. <i>Sources:</i> 121.585(b)(1)(ii); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to push, shove, pull, or otherwise open emergency exits. <i>Sources:</i> 121.585(b)(1)(iii); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to lift out, hold, 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

deposit on nearby seats, or maneuver over the seatbacks to the next row objects the size and weight of overwing window exit doors.

Sources: 121.585(b)(1)(iv); 121.585(n)(1)(i)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to remove obstructions similar in size and weight to overwing exit doors.

Sources: 121.585(n)(1)(i); 121.585(b)(1)(v)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to reach the emergency exit expeditiously.

Sources: 121.585(b)(1)(vi); 121.585(n)(1)(i)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to maintain balance while removing obstructions.

Sources: 121.585(n)(1)(i); 121.585(b)(1)(vii)

Interfaces: 2.1.1-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to exit expeditiously.

Sources: 121.585(n)(1)(i); 121.585(b)(1)(viii)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to stabilize an escape slide after deployment.

Sources: 121.585(n)(1)(i); 121.585(b)(1)(ix)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

- Check that the certificate holder's manual includes procedures to prohibit a passenger from occupying an exit seat if the certificate holder determines that the person lacks sufficient mobility, strength, or dexterity in both arms and hands, and both legs to assist others in getting off an escape slide.

Sources: 121.585(b)(1)(x); 121.585(n)(1)(i)

Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op

<p>1.9.2 does not meet the selection criteria identified in 121.585(b)(2–7)? SRRs: 121.585(b)(2); 121.585(b)(3); 121.585(b)(4); 121.585(b)(5); 121.585(b)(6); 121.585(b)(7)(i); 121.585(b)(7)(ii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder’s manual includes procedures to prohibit a passenger from occupying an exit seat if that person is less than 15 years of age. <i>Sources:</i> 121.585(b)(2); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a passenger from occupying an exit seat if that person lacks the capacity to perform one or more of the applicable functions without the assistance of an adult, companion, parent, or other relative. <i>Sources:</i> 121.585(b)(2); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks the ability to read and understand instructions related to emergency evacuation provided by the certificate holder in printed or graphic form or the ability to understand oral crew commands. <i>Sources:</i> 121.585(b)(3); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks sufficient visual capacity without the assistance of visual aids beyond contact lenses or eyeglasses. <i>Sources:</i> 121.585(b)(4); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks sufficient aural capacity to hear and understand instructions shouted by flight attendants, without assistance beyond a hearing aid. <i>Sources:</i> 121.585(b)(5); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person lacks the ability to adequately impart information orally to other passengers. <i>Sources:</i> 121.585(b)(6); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder’s manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person has a condition or responsibilities, such as caring for small children, that might prevent the person from performing one or more of the applicable functions. <i>Sources:</i> 121.585(b)(7)(i); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<ul style="list-style-type: none"> • Check that the certificate holder's manual includes procedures to prohibit a person from occupying an exit seat if the certificate holder determines that the person has a condition that might cause the person harm if he or she performs one or more of the applicable functions. <i>Sources:</i> 121.585(b)(7)(ii); 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op 	
1.10 Does the Certificate Holder include on passenger information cards for each exit seat in the language in which briefings and oral commands are given by the crew:	
1.10.1 information that an exit seat passenger may use if called upon to perform the functions identified in 14 CFR 121.585(d)(1–10)? SRRs: 121.585(d)(1); 121.585(d)(2); 121.585(d)(3); 121.585(d)(4); 121.585(d)(5); 121.585(d)(6); 121.585(d)(7); 121.585(d)(8); 121.585(d)(9); 121.585(d)(10) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to locate the emergency exit. <i>Sources:</i> 121.585(d)(1) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to recognize the emergency exit opening mechanism <i>Sources:</i> 121.585(d)(2) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to comprehend the instructions for operating the emergency exit. <i>Sources:</i> 121.585(d)(3) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to operate the emergency exit. <i>Sources:</i> 121.585(d)(4) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to assess whether opening the emergency exit will increase the hazards to which passengers may be exposed.
Sources: 121.585(d)(5)
Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op
- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to follow oral directions and hand signals given by a crewmember.
Sources: 121.585(d)(6)
Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op
- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to stow or secure the emergency exit door so that it will not impede use of the exit.
Sources: 121.585(d)(7)
Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op
- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to assess the condition of an escape slide, activate the slide, and stabilize the slide after deployment to assist others in getting off the slide.
Sources: 121.585(d)(8)
Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op
- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to pass expeditiously through the emergency exit.
Sources: 121.585(d)(9)
Interfaces: 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op
- Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if

<p>called upon to assess, select, and follow a safe path away from the emergency exit. <i>Sources:</i> 121.585(d)(10) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p>	
<p>1.10.2 the selection criteria in 14 CFR 121.585(b)? SRRs: 121.585(e)(1) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the Certificate Holder includes on passenger information cards, at each exit seat in the primary language in which emergency commands are given by the crew, the selection criteria in 14 CFR 121.585(b). <i>Sources:</i> 121.585(e)(1) <i>Interfaces:</i> 2.1.1–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op </p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.10.3 a request that a passenger identify himself or herself to allow reseating if he does not meet the requirements of 14 CFR 121.585(e)(1), (e)(3), and (e)(4)? SRRs: 121.585(e)(1)(i); 121.585(e)(1)(ii); 121.585(e)(1)(iii); 121.585(e)(1)(iv); 121.585(e)(3); 121.585(e)(4) <i>Related Design JTIs:</i> <ul style="list-style-type: none"> • Check that the certificate holder includes on its passenger information cards, presented in the language in which briefings and oral commands are given by the crew, at each exit seat information that, in the event of an emergency in which a crewmember is not available to assist, a passenger occupying an exit seat may use if called upon to assess, select, and follow a safe path away from the emergency exit. <i>Sources:</i> 121.585(e)(1)(i) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, at each exit seat in the primary language in which emergency commands are given by the crew, a request that a passenger identify himself or herself to allow reseating if he or she has a nondiscernable condition. <i>Sources:</i> 121.585(e)(1)(ii) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, at each exit seat in the primary language in which emergency commands are given by the crew, a request that a passenger identify himself or herself to allow reseating if he or she may suffer bodily harm. <i>Sources:</i> 121.585(e)(1)(iii) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op • Check that the certificate holder includes on its passenger information cards, at each exit seat in the primary language in which emergency commands are given by the crew, a request that a passenger identify himself or herself to allow reseating if he or she does not wish to perform those functions. </p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

<p><i>Sources:</i> 121.585(e)(1)(iv) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p> <ul style="list-style-type: none"> • Check that the Certificate Holder includes on its passenger information cards, at each exit seat in the language used by the Certificate Holder for passenger information cards, a request that a passenger identify himself or herself to allow reseating if he or she lacks the ability to understand the specified language in which crew commands will be given in an emergency. <p><i>Sources:</i> 121.585(e)(3) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p> <ul style="list-style-type: none"> • Check that the Certificate Holder includes on its passenger information cards, at each exit seat in the language used by the Certificate Holder for passenger information cards, a request that a passenger identify himself or herself to allow reseating if he or she does not wish to perform the functions listed in 14 CFR 121.585(d). <p><i>Sources:</i> 121.585(e)(4) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p>	
<p>1.11 Does the Certificate Holder include on passenger information cards for each exit seat, in each language used on the cards, a request that a passenger identify himself for reseating if he does not meet the requirements of 14CFR121.585(e)(2)? SRRs: 121.585(e)(2)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder includes on its passenger information cards, at each exit seat in each language used by the certificate holder for passenger information cards, a request that a passenger identify himself or herself to allow reseating if he or she lacks the ability to read, speak, or understand the language or the graphic form in which instructions required by this section and related to emergency evacuation are provided by the certificate holder, or the ability to understand the specified language in which crew commands will be given in an emergency. <p><i>Sources:</i> 121.585(e)(2) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.12 Does the Certificate Holder's manual contain procedures to have the exit seating passenger information card at each exit seat? SRRs: 121.585(n)(1)(iii); 121.585(d)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains procedures that the exit seating passenger information card must be at each seat affected by 14 CFR 121.585. <p><i>Sources:</i> 121.585(d); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2–op; 3.1.1–op; 3.1.2–op; 4.2.4–op; 4.2.6–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.13 Does the Certificate Holder's manual contain procedures to make available for public inspection at all its passenger loading gates and ticket counters its written procedures for making determinations regarding exit seating?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>SRRs: 121.585(f); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to make available for inspection by the public at all passenger loading gates and ticket counters and each airport where it conducts passenger operations, written procedures for making determinations in regard to exit row seating. <p>Sources: 121.585(f); 121.585(n)(1)(iii)</p> <p>Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	
<p>1.14 Does the Certificate Holder's manual contain procedures to prohibit taxi or pushback until at least one required crewmember has verified that no exit seat is occupied by a person the crewmember determines is likely to be unable to perform the applicable exit seat functions listed in 14 CFR 121.585(d)?</p> <p>SRRs: 121.585(g); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures prohibiting taxi or pushback unless at least one required crewmember has verified that no exit seat is occupied by a person the crewmember determines is likely to be unable to perform exit seating functions. <p>Sources: 121.585(g); 121.585(n)(1)(iii)</p> <p>Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>
<p>1.15 Does the Certificate Holder's manual contain procedures to include in its passenger briefings a reference to the required passenger information cards, the selection criteria in 14 CFR 121.585(b), and the functions in 14 CFR 121.585(d)?</p> <p>SRRs: 121.585(h); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to reference passenger information cards in its passenger briefings. <p>Sources: 121.585(h); 121.585(n)(1)(iii)</p> <p>Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains procedures to reference in its passenger briefings the selection criteria set forth in 14 CFR 121.585(b). <p>Sources: 121.585(h); 121.585(n)(1)(iii)</p> <p>Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p> <ul style="list-style-type: none"> • Check that the Certificate Holder's manual contains procedures to reference in its passenger briefings, the functions to be performed as set forth by 14 CFR 121.585(d). <p>Sources: 121.585(h); 121.585(n)(1)(iii)</p> <p>Interfaces: 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>1.16 Does the Certificate Holder's manual contain procedures to include in its passenger briefings a request that a passenger identify himself to allow reseating in accordance with 14 CFR 121.585(i)(1-4)? SRRs: 121.585(i)(1); 121.585(i)(2); 121.585(i)(3); 121.585(i)(4); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to request that a passenger identify himself or herself to allow reseating if he or she cannot meet the exit seating selection criteria in its passenger briefings. <i>Sources:</i> 121.585(i)(1); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures to request that a passenger identify himself or herself to allow reseating if he or she has a nondiscernible condition that will prevent him or her from performing the exit seating functions in its passenger briefings. <i>Sources:</i> 121.585(i)(2); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures to request that a passenger identify himself or herself to allow reseating if he or she may suffer bodily harm as the result of performing one or more of the exit seating functions in its passenger briefings. <i>Sources:</i> 121.585(i)(3); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures to request that a passenger identify himself or herself to allow reseating if he or she does not wish to perform those functions. <i>Sources:</i> 121.585(i)(4); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.17 Does the Certificate Holder's manual contain a procedure to quickly relocate a passenger to a non-exit seat when required by 14 CFR 121.585(k) and 121.585(l)? SRRs: 121.585(k); 121.585(l); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures that in the event the certificate holder determines a passenger assigned to an exit seat would be unable to perform the exit seating functions or a passenger requests a non-exit seat the certificate holder shall expeditiously relocate that passenger to a non-exit seat. <i>Sources:</i> 121.585(k); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures that in the event of a full booking in the nonexit seats and if necessary to accommodate a passenger being relocated from an exit seat, the certificate holder shall move a passenger who is willing and able to assume the evacuation functions that may be required, to an exit seat. <i>Sources:</i> 121.585(l); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.18 Does the Certificate Holder's manual contain a procedure to deny transportation to any passenger on the basis of exit seating requirements only for those reasons identified in 14 CFR 121.585(m)(1-2)? SRRs: 121.585(m)(1); 121.585(m)(2); 121.585(n)(1)(iii)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to deny transportation to any passenger if the passenger refuses to comply with instructions given by crewmembers or other authorized employees instructions implementing exit seating restrictions. <i>Sources:</i> 121.585(m)(1); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures to deny transportation to any passenger if the only seat that will physically accommodate the person's handicap is an exit seat. <i>Sources:</i> 121.585(m)(2); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.19 Does the Certificate Holder's manual establish procedures that address the exit seating requirements identified in 14 CFR 121.585(n)(1)(i-iv)? SRRs: 121.585(n)(1)(i); 121.585(n)(1)(ii); 121.585(n)(1)(iii); 121.585(n)(1)(iv)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures addressing exit seating criteria. <i>Sources:</i> 121.585(n)(1)(i) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures addressing exit seating functions. <i>Sources:</i> 121.585(n)(1)(ii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures addressing the requirements for airport information regarding exit seating. <i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures addressing the requirements for passenger information cards regarding exit seating. <i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures addressing the requirements for crewmember verification of appropriate seating in exit seats. <i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures addressing the requirements for passenger briefings regarding exit seating. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p><i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures addressing the requirements for seat assignments regarding exit seating. <p><i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures addressing the requirements for denial of transportation regarding exit seating. <p><i>Sources:</i> 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to resolve exit seating disputes including identification of the employee on the airport to whom complaints should be addressed for resolution. <p><i>Sources:</i> 121.585(n)(1)(iv) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	
<p>1.20 Does the Certificate Holder's manual contain a procedure to assign seats prior to boarding consistent with required exit seating criteria and functions to the maximum extent feasible? SRRs: 121.585(n)(1)(iii); 121.585(o)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures to assign seats prior to boarding consistent with the exit seating criteria and functions, to the maximum extent feasible. <p><i>Sources:</i> 121.585(o); 121.585(n)(1)(iii) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.21 Does the Certificate Holder's manual contain the required references to, or excerpts from, operations specifications paragraph A022? SRRs: 119.43(b); A022 Approved Exit Seat Program</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.22 If the Certificate Holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications? SRRs: 119.43(b)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.23 Does the Certificate Holder's manual require compliance with each operations specification? SRRs: 119.43(b)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.24 Does the Certificate Holder's manual contain a method for keeping all persons used in its operations informed of the provisions of operations specifications paragraph number A022? SRRs: 119.43(c)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.25 Does the Certificate Holder's Exit Seating Program comply with the guidance contained in FAA Order 8400.10?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual contains procedures for screening, verifying, and re-seating passengers onboard the aircraft to ensure compliance with exit seat assignment requirements when open seating, advance seat selection, self check-in kiosks, or other type of computer/internet technologies are in place. <i>Sources:</i> 8400.10, Vol.3, Chapter 15, Section 3, CHG T-0102, Para. 2152 E.(1)(a) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures for screening passengers who use electronic media that allows passengers to select exit seats and print out a boarding pass without going through an employee of the company. <i>Sources:</i> 8400.10, Vol.3, Chapter 15, Section 3, CHG T-0102, Para. 2152 E.(3) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures for use of an individual exit seat briefing as part of their pre-departure procedures. <i>Sources:</i> 8400.10, Vol.3, Chapter 15, Section 3, CHG T-0102, Para. 2152 F.(4) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op • Check that the certificate holder's manual contains procedures to ensure that subsequent revisions to the approved exit seating program are sent to the certificate holding district office for approval. <i>Sources:</i> 8400.10, Vol.3, Chapter 15, Section 3, CHG T-0102, Para. 2152 O.(2) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.3-op; 4.2.6-op • Check that the certificate holder's manual contains procedures for passengers who do not understand the language of the crewmembers. <i>Sources:</i> 8400.10, Vol.3, Chapter 15, Section 3, CHG T-0102, Para. 2152 P.(2) <i>Interfaces:</i> 2.1.2-op; 3.1.1-op; 3.1.2-op; 4.2.4-op; 4.2.6-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.26 If alternate procedures exist for use during irregular conditions, do the alternate procedures maintain an equivalent level of safety by achieving the same results as the primary procedures?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

SAI SECTION 1 – PROCEDURES ATTRIBUTE –Drop Down Menu	
1. No procedures, policy, instructions or information specified.	
2. Procedures or instructions and information do not identify (who, what, when, where, how).	
3. Procedures, policy or instructions and information do not comply with CFR.	
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.	
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).	
6. Procedures, policy or instructions and information unclear or incomplete.	
7. Documentation quality (e.g., unreadable or illegible).	
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).	
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).	
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).	
11. Other.	

SAI SECTION 2 – CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following controls built into the Exit Seating Program:	
2.1 Is there a control in place to ensure that passengers are screened to ensure they are qualified to occupy an exit seat in accordance with the Certificate Holder's approved Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2 Is there a control in place to ensure that a flight or cabin crewmember verifies that only passengers willing and able to assist in an emergency evacuation occupy exit seats?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3 Is there a control in place to ensure that the established written procedures for making exit seating determinations are available at all gates and ticket counters?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.4 Is there a control in place to ensure that passenger information cards containing required Exit Seating information are available at each exit seat?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.5 Is there a control in place to ensure that the required exit seating briefings are made in accordance with the Certificate Holder's approved Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.6 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<i>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</i>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

3. Does the Certificate Holder's Exit Seating Program include the following process measurements:

3.1 Process measurements that would reveal when the Certificate Holder failed to screen passengers to ensure they were qualified to occupy an exit seat in accordance with the Certificate Holder's approved Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal when flight or cabin crewmembers failed to verify that only passengers willing and able to assist in an emergency evacuation occupied exit seats?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when the Certificate Holder failed to make available the established written procedures for making exit seating determinations at all gates and ticket counters?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Process measurements that would reveal when the Certificate Holder failed to provide passenger information cards containing required Exit Seating information at each exit seat?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Process measurements that would reveal when the Certificate Holder failed to make the required exit seating briefings in accordance with the Certificate Holder's approved Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.6 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

3.7 Does the organization that conducts the process measurement have direct access to the person with responsibility for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu	
1. No process measurements specified.	
2. Documentation for the process measurements does not identify (who, what, when, where, how).	
3. Inability to identify negative findings.	
4. No provisions for implementing corrective actions.	
5. Ineffective follow-up to determine effectiveness of corrective actions.	
6. Resources requirements (personnel, facilities, equipment, technical data).	
7. Other.	

SAI SECTION 4 – INTERFACES ATTRIBUTE

Objective: Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the interfaces associated with the Exit Seating Program that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

Questions

To meet this objective, the inspector must answer the following questions:

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

- | | |
|---|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Exit Seating Program? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.3 Were any additional interfaces identified during the accomplishment of this SAI? | |

<i>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</i>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Objective: The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Exit Seating Program.
- 2 Identify the person who has overall authority for the Exit Seating Program.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

Questions

To meet this objective, the inspector must answer the following questions:

5. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Exit Seating Program:

5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage work required by the Exit Seating Program? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Exit Seating Program? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Exit Seating Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<i>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE –Drop Down Menu</i>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.